



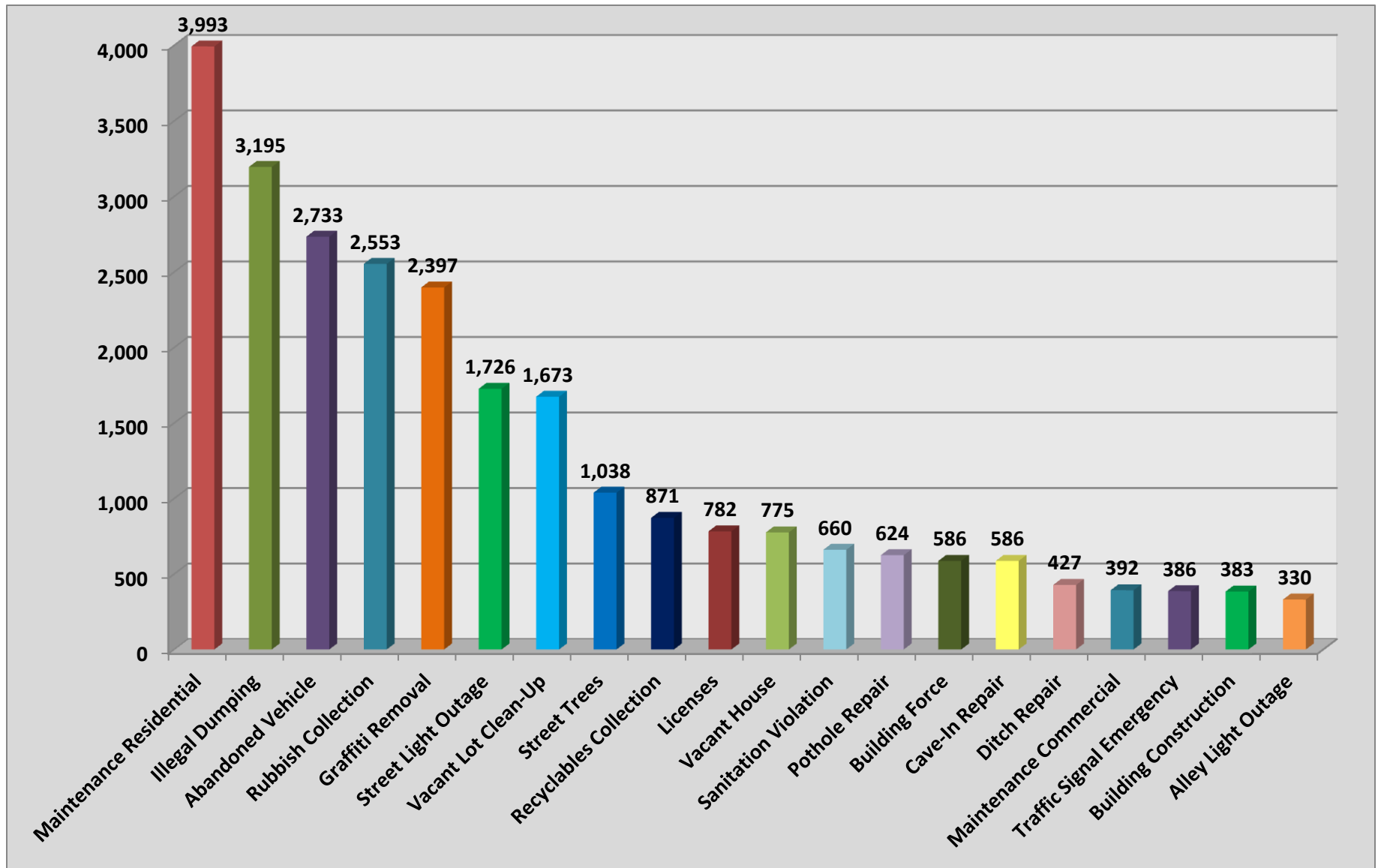
Philly311

Contact Center Monthly Report

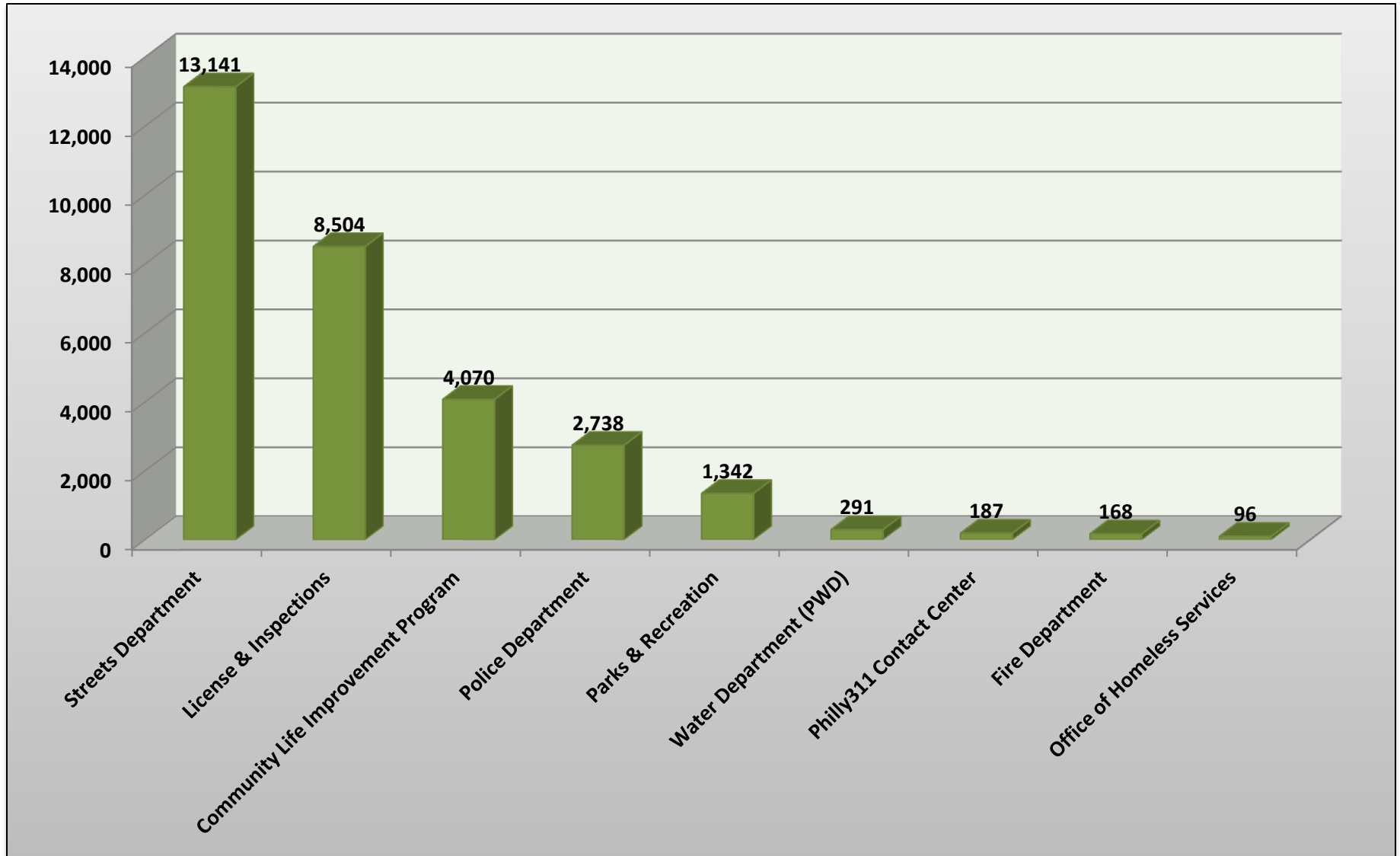
July 2019

Public

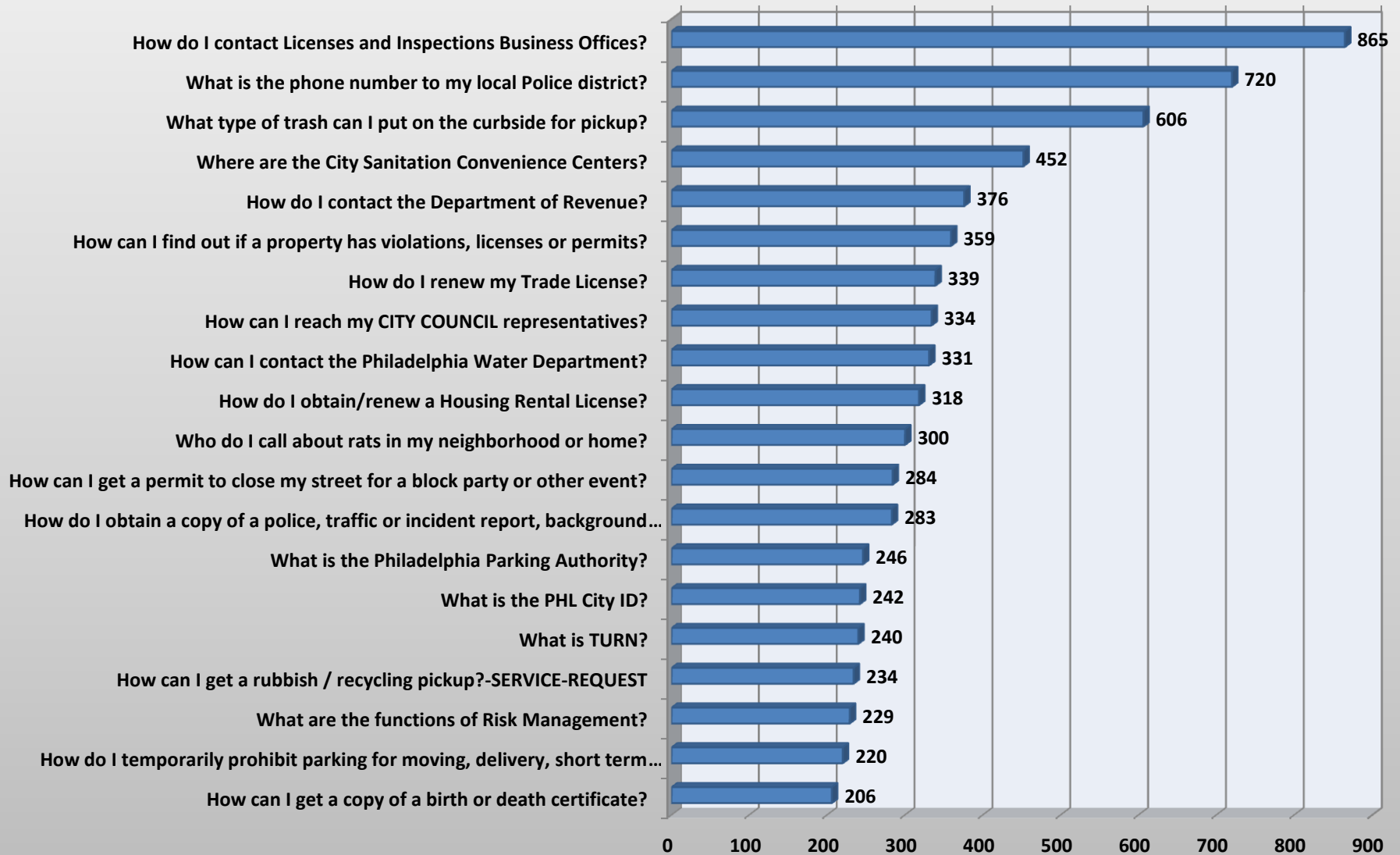
Top 20 Service Requests of the 30,537 Total Cases Submitted



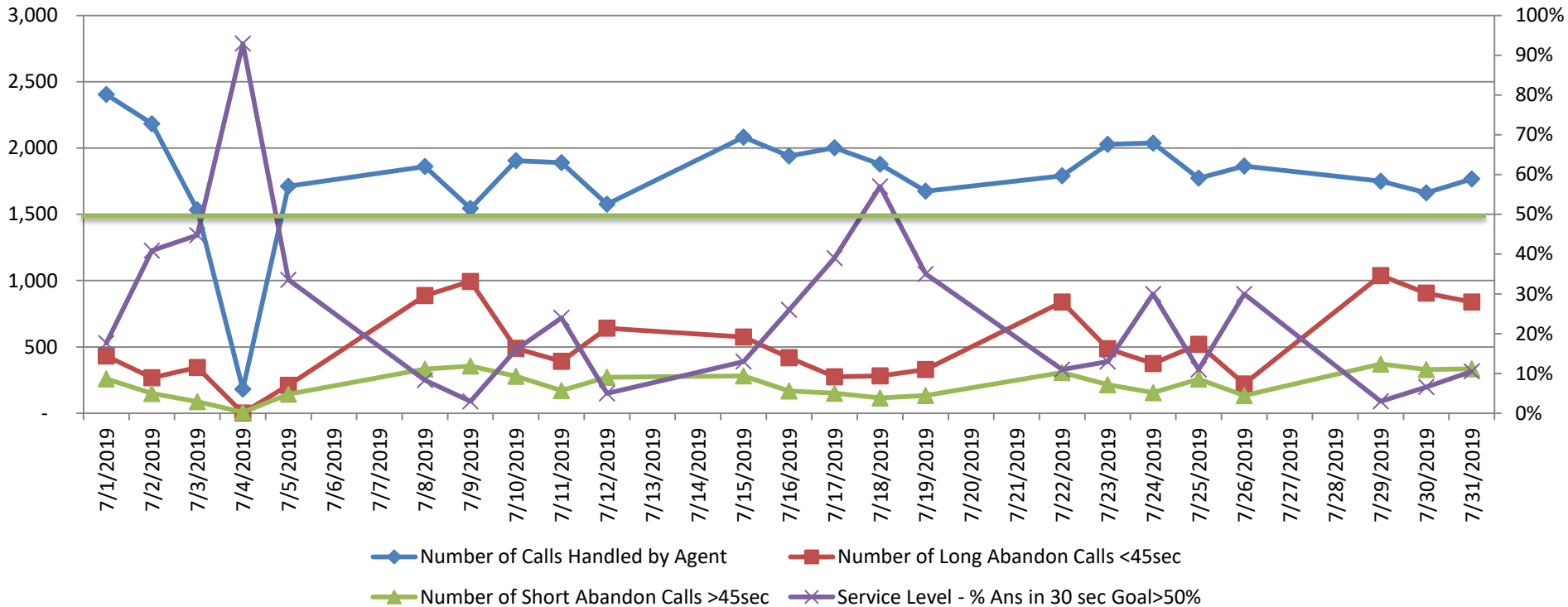
Service Tickets by Partner Agency



Top 20 questions of the total 22,828 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



July 2019	Week 1 (7/1/19-7/5/19)	Week 2 (7/8/19-7/12/19)	Week 3 (7/15/19-7/19/19)	Week 4 (7/22/19-7/26/19)
Calls Handled	8,015	8,778	9,577	9,493
Service Level (Goal 50%)	46%	11%	34%	19%
Average Speed of Answer (Goal <30 sec)	01:58	05:46	03:11	03:49
Average Talk Time	03:07	03:48	03:27	03:40

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 50%.

“Average Speed of Answer” is the average wait time the call experiences in queue.

